

Dear New District Customer,

Welcome to The Northwestern Water & Sewer District (The District). Enclosed you will find your new customer packet. If you have any questions regarding the information in this letter, please contact customer service, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-877-354-9090 Option 2.

### **The District**

Our goal is to provide you with premiere water and wastewater service in Northwestern Ohio. The District is considered a special district under Ohio Revised Code 6119. We were created to oversee water and sewer operations in Wood County. Since 1994, we have added member jurisdictions in Sandusky, Hancock (and most recently, Henry and Lucas) counties. We leverage shared staffing, technology, and resources to manage operation and maintenance costs to provide high quality and cost-efficient services across the service area.

### **Rates**

The water and sewer bill you pay is an investment in our water future, to ensure we provide you with high-quality water service. Our rates are based on the cost to purchase water and deliver water and sewer services to you. We do not make a profit, we reinvest the money we get from your water bill to maintain and upgrade the pipes, pump stations and other infrastructure that allows us to deliver safe, reliable water, and remove wastewater.

The District's rate structure is made up of a fixed charge plus a volumetric water usage rate based upon how much water you use. The fixed charge covers the cost of billing, meter reading and administration and is based on your meter size. The District's Board of Trustees votes on rate adjustments annually in December. Our board meetings are open to the public and are held on the second and fourth Thursday of each month at 7:30 a.m. at our main office, 12560 Middleton Pike, in Bowling Green.

### **Water & Sewer Savings**

Since our water and sewer charges are usage based, we encourage you to save on water. Here are some lifestyle changes you can practice at home to save on your water and sewer bill.

<b>Activity</b>	<b>Conventional Method</b>	<b>Conservation Method</b>
Brushing teeth	Water running—10 gal.	Wet brush, rinse briefly— ½ gal.
Shaving	Water running—10-15 gal.	Fill sink— 1 gal.
Dishwashing	Dishwasher—8-16 gal.	By hand in sink— 5-7 gal.
Washing Car	At home with hose— 50-150 gal.	Self-serve carwash— 5-10 gal.
Shower	Water running—20-25 gal.	Turn off to soap, rinse briefly— 4 gal
Toilet	Flush each use—30-28 gal./day	Low flow flush for liquid waste— 5-7 gal./day

You can monitor your use and get alerts that let you know if your water use is high. Using technology, we can monitor water use across our service area 24/7/365. The District believes in using technology to help monitor leaks and save money. We offer a free notification service called [AquaHawk](#). To sign-up go to [NWWSD.org](#).

## Water

The District distributes water from various municipal treatment facilities, including the cities of Bowling Green, Fostoria, Napoleon, Oregon, and Toledo. The District treats and distributes water for the Village of McComb in Hancock County.

## Sewer

The District maintains over 356 miles of sewer pipeline, operates 12 wastewater treatment plants and 85 pumping stations.

### Do Not Flush

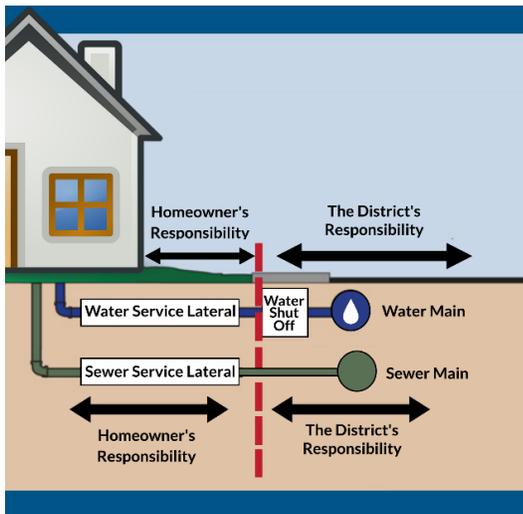
Putting the wrong things down the drain can damage the sewer system and cause sewer backups in your home. The only things you should ever flush down a toilet are the “**Three P’s**”, poo, pee and paper (toilet paper). Even though some products such as wipes claim to be flushable, **they are not**. Here is a list of some things to keep out of the toilet:

- disposable diapers
- tampons and applicators
- sanitary napkins
- cotton balls and swabs
- cleaning wipes of any kind
- facial tissue
- bandages
- automotive fluids
- paint, solvents and thinners
- poisons and hazardous waste
- unused medications
- Fats, oils and grease

### Grinder Pumps

If your home is served by a grinder pump, there is important information to be aware of. In the case of a power failure, your pump will not function. Keep water usage to a minimum. If your grinder pump alarms due to failure, please press the silence button on the bottom of the unit. The light will remain red until serviced by a technician. **For service, call The District at 1-877-354-9090.**

## Your Responsibility



The District is responsible for maintaining and operating the water/sewer flow distributed/removed to and from your house by our distribution lines. **As a homeowner, you are responsible to maintain/repair the water and sewer service lines in your home extending to where it connects to our water/sewer mainline, located at the road right-of-way.** Always remember to call 811 before you dig on your property.

### Paying Your Bill

We offer several options to pay your bill. See the enclosed brochure. We encourage you to contact The District with any questions regarding billing, payment arrangements, rates, service issues, etc. Our customer service department

is available weekdays from 8am until 5 p.m. at 1-877-354-9090 Option 2.

Thank you for being a customer,

*The staff of The Northwestern Water and Sewer District.*